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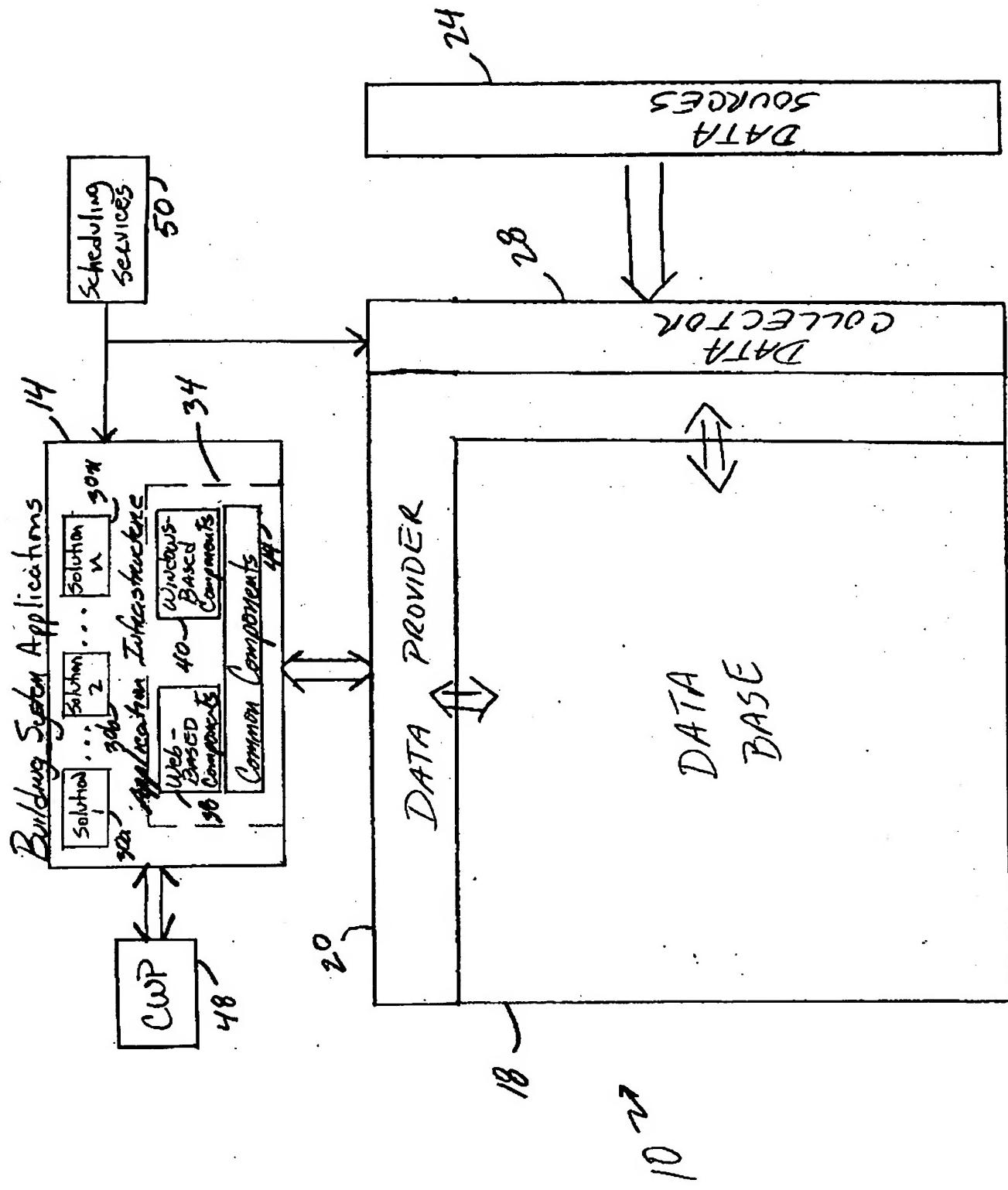


Fig. 1

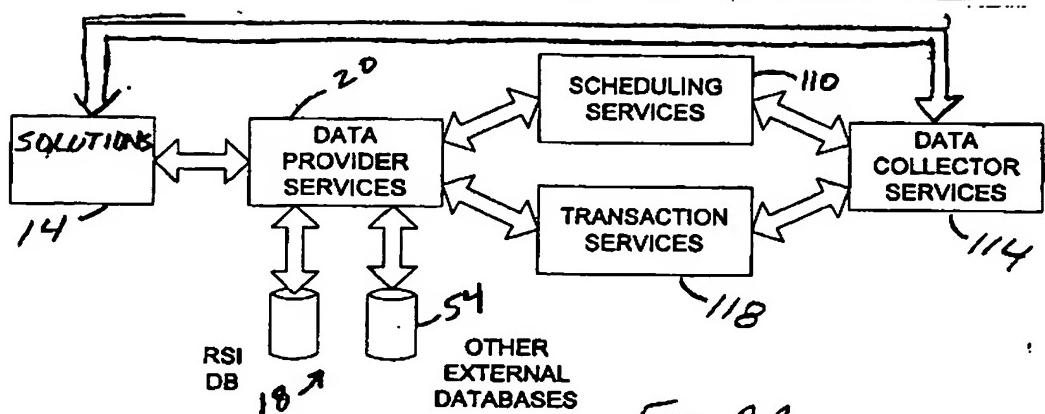


Fig. 2A

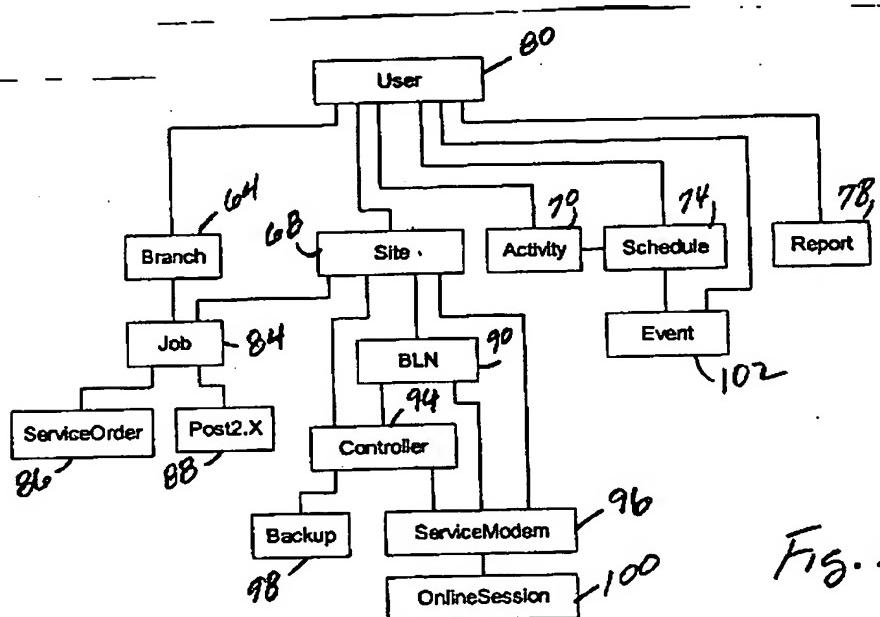
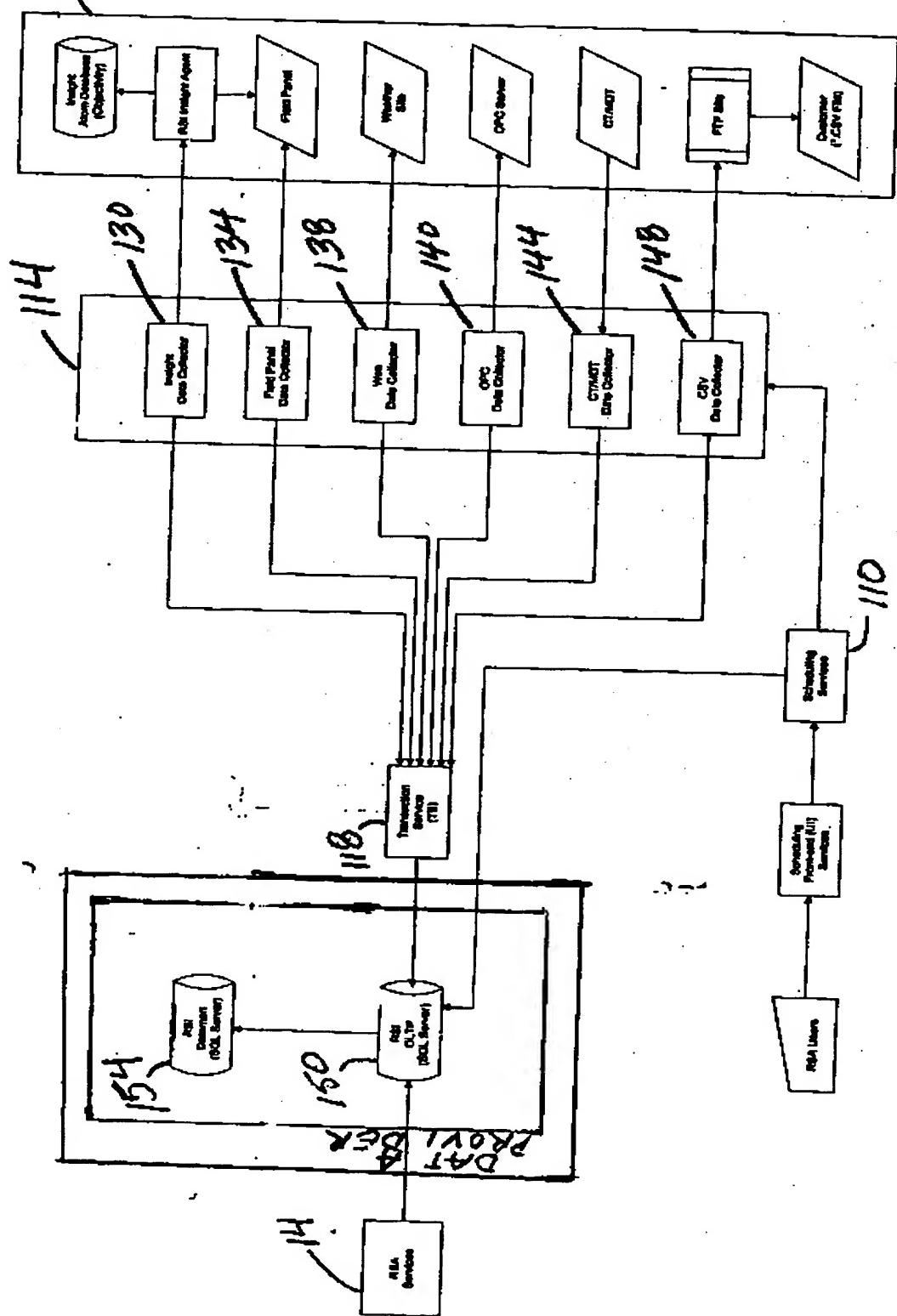
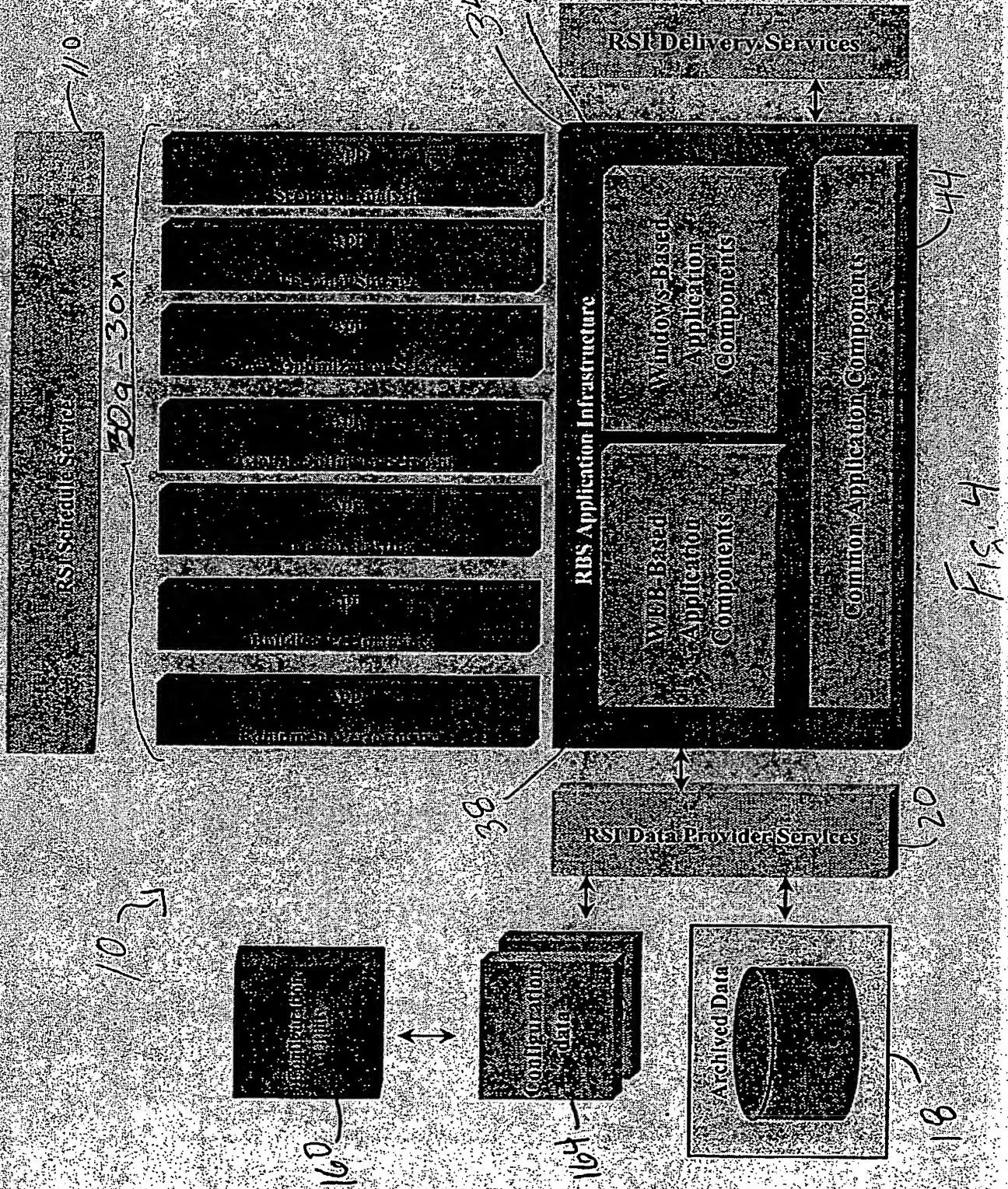


Fig. 2B

FIG. 3





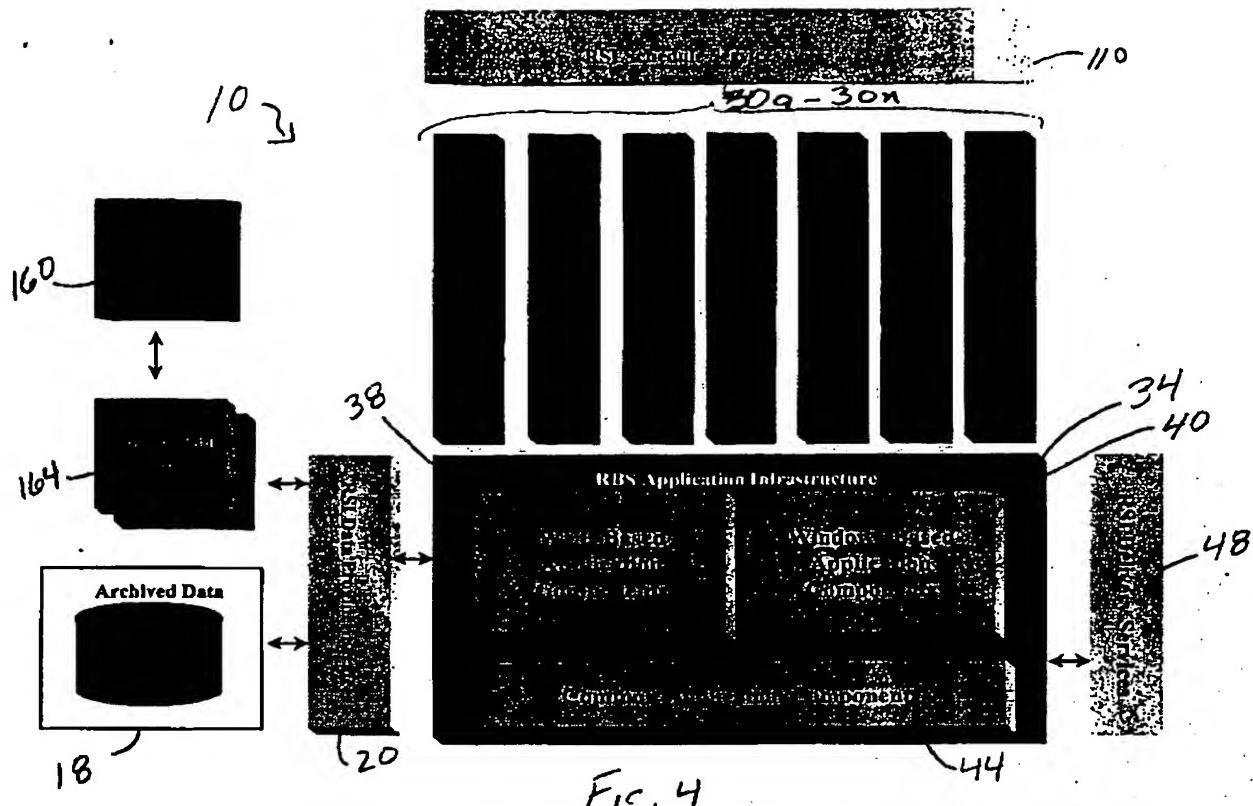


Fig. 4

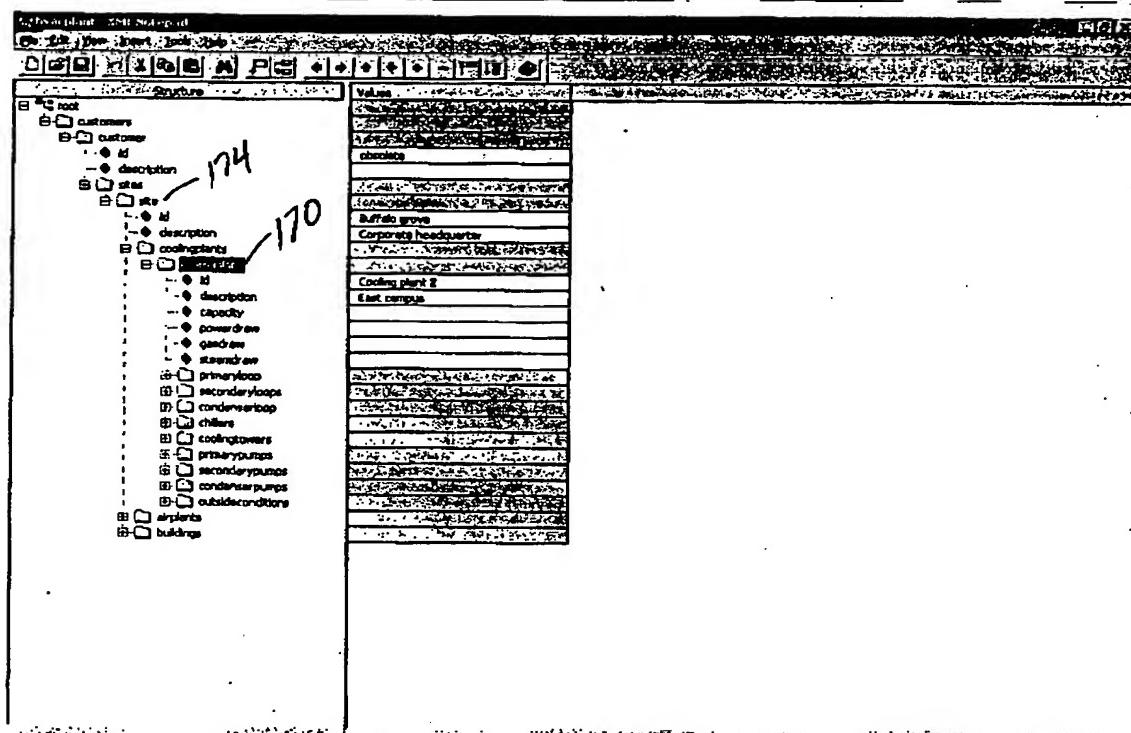


Fig. 5

Fig. 6

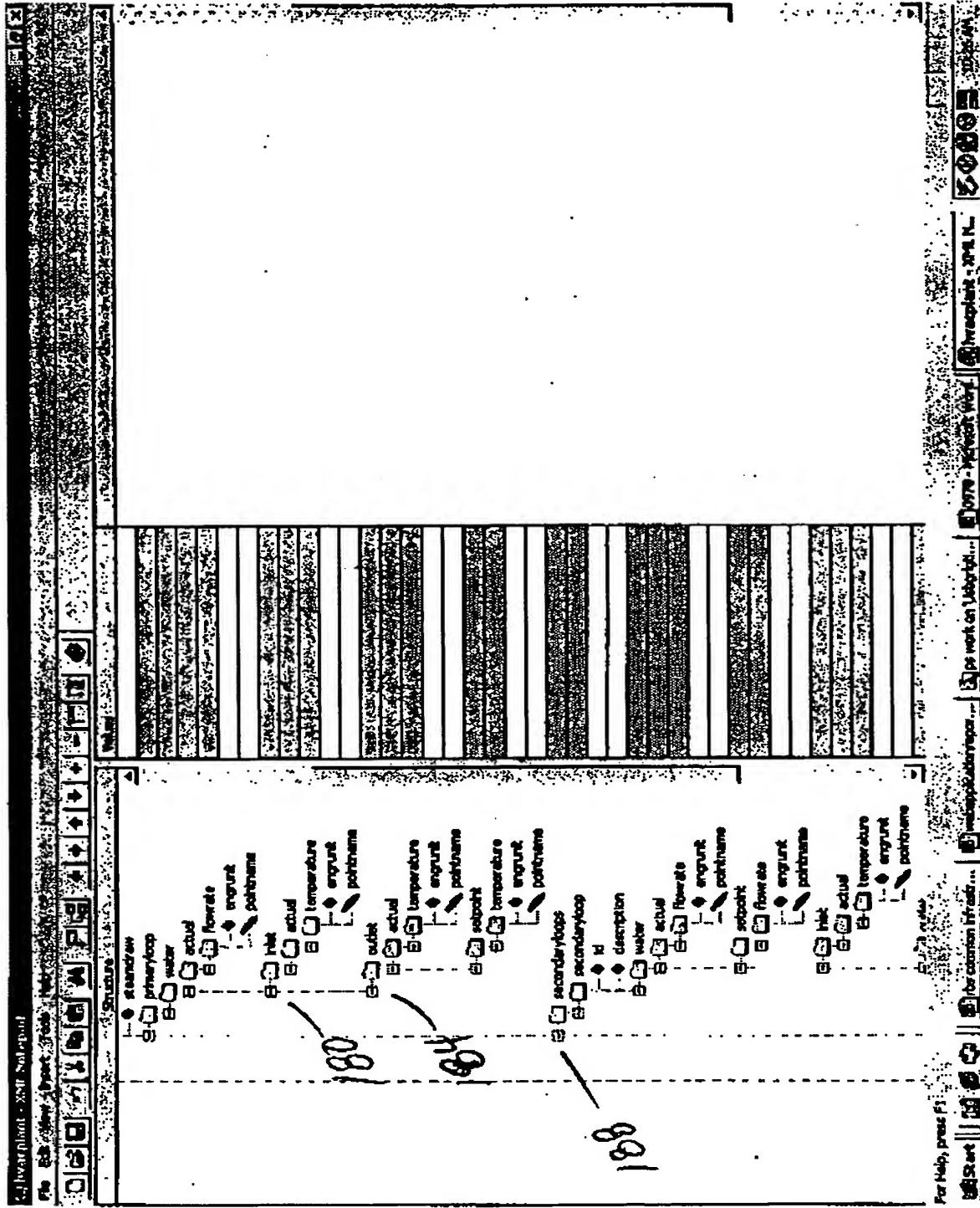
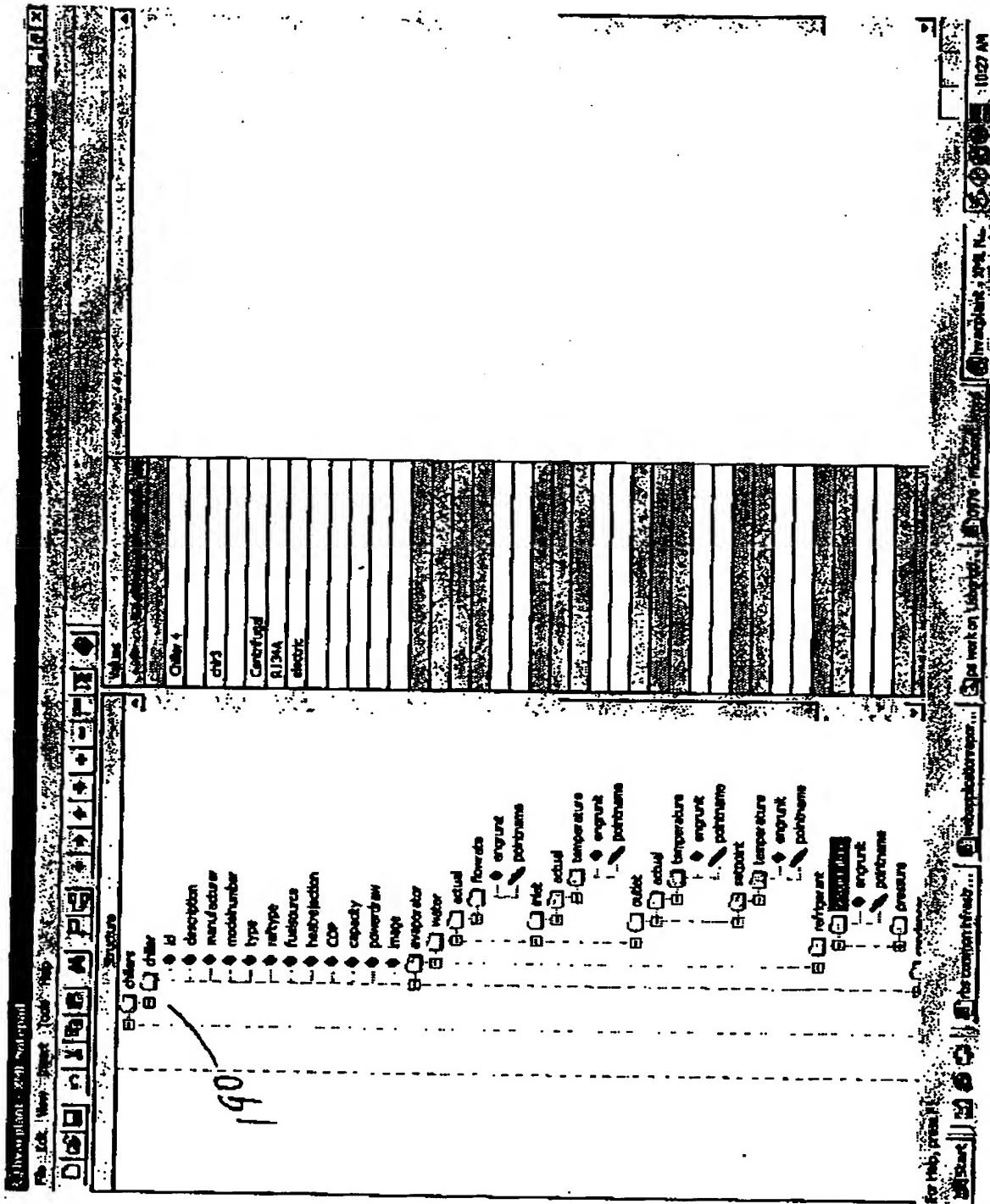


Fig. 7



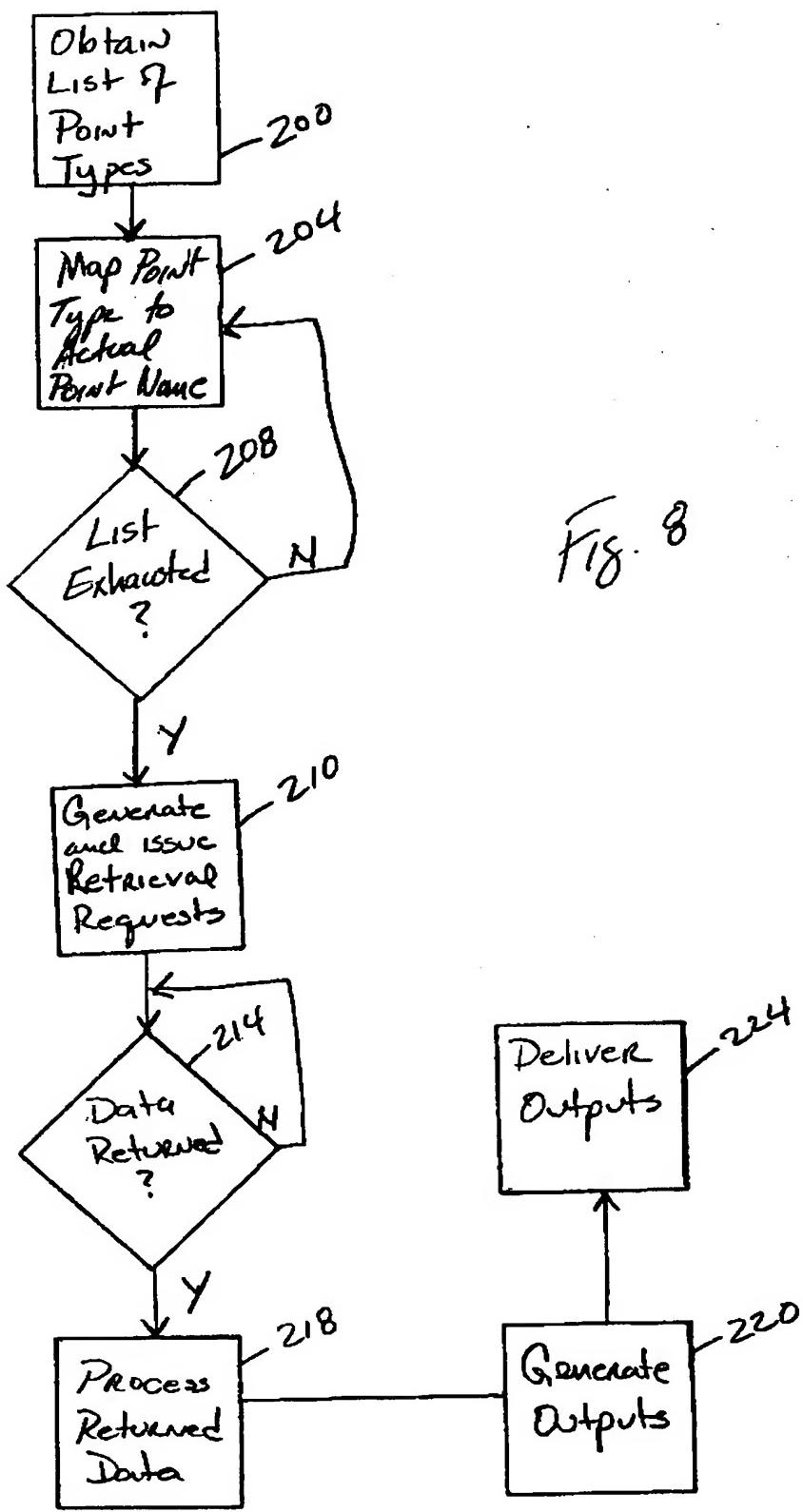


Fig. 8

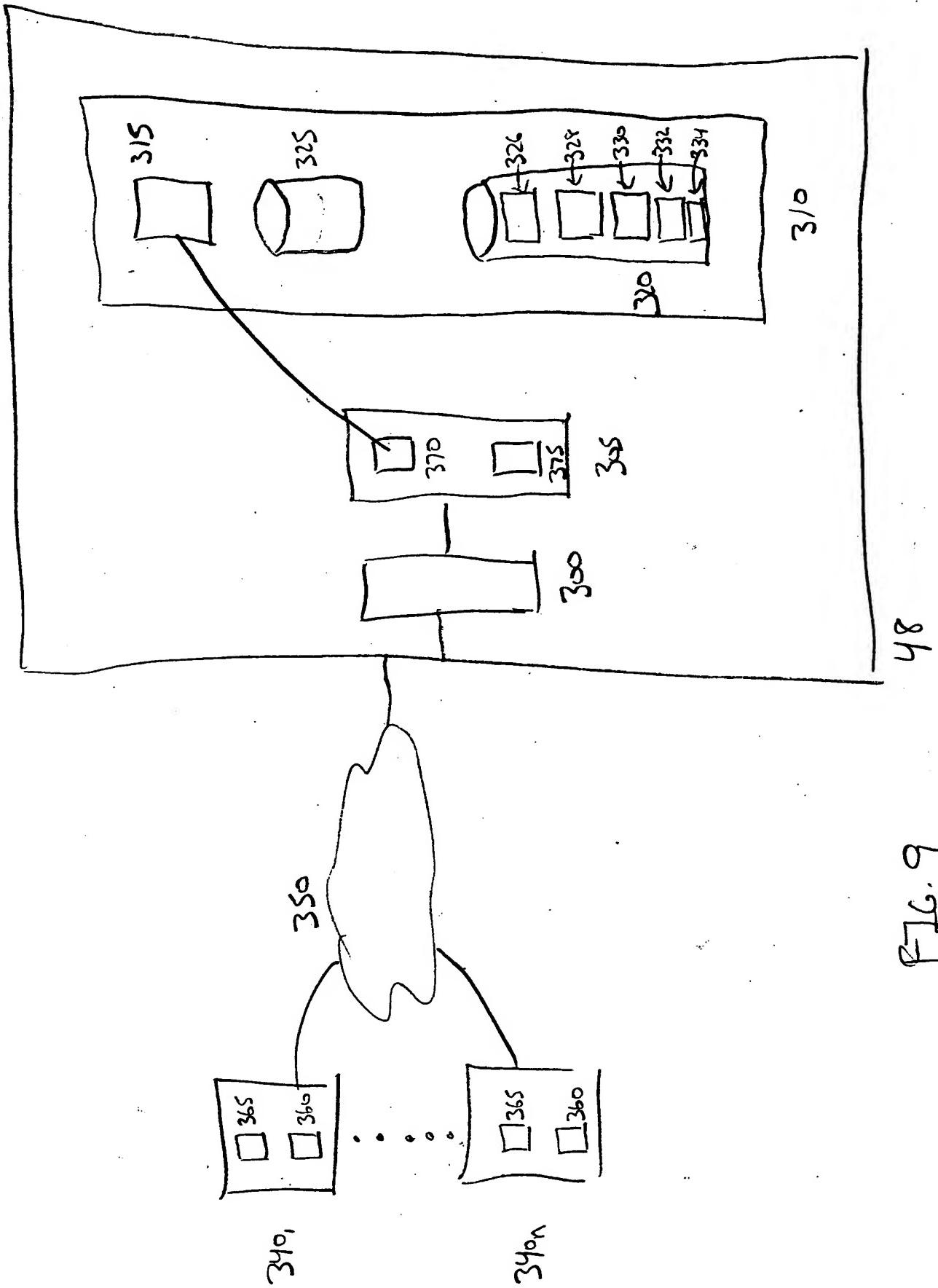
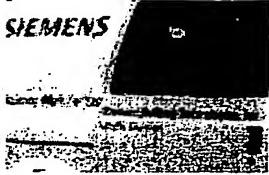


Fig. 9



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Request Service

430

Service Activity
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 Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status

Open	►13	408	406
Closed	►150	410	

Call Type

Preventive	►146	414	418
Corrective	►17	416	420

System

Fire	►18	422
HVAC	►56	424
Mechanical	►54	426
Security	►35	

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Site	Call Status			Call Type		Type	Number	Export to:	System
	Open	Closed	Preventive	Corrective					
►SZ COLLEGE PARK {B320013}	►1	►0	►0	►0		►1	HVAC		►1
►SZ COLLEGE PARK {B320013}	►0	►3	►3	►0		►0	Mechanical		►3
►SZ EAST LIBRARY {B408013}	►0	►1	►1	►0		►0	Mechanical		►1
►SZ EAST POINT {B425013}	►2	►0	►0	►0		►2	HVAC		►2
►SZ EAST POINT {B425013}	►0	►1	►1	►0		►0	Mechanical		►1
►1-5 ►6-10 ►11-15 ►16-20 ►21-25 ►26-30 next →									



400

FIG. 10



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site360

Service Central Fileshare Administration Log Out

| Home | >... >... >Open Calls

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Search for... go >

→ Service Activity
→ Open Calls
Closed Calls

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Sites

Request Service

Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls).
Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15 Export to:

.xls .doc ASCII

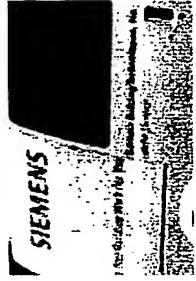
Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/13/03	►030321-0852	Open	SZ MULTIPURPOSE {B251013}	REPLACE SCREENS	Preventive	Mechanical	200303974
4/18/03	►030307-3329	Open	SZ COLLEGE PARK {B320013}	PM	Preventive	Mechanical	200304780
4/18/03	►030416-0594	Open	SZ TOM LOWE {B229013}	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191
4/18/03	►030416-0589	Open	SZ TOM LOWE {B229013}	PM **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192
4/17/03	►030416-0551	Open	SZ SOUTHWEST {B440013}	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232
►1-5	►6-10	►11-15		→ Display Equipment / Contract No.			

→ Display Filter Criteria

◀

500

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Service Central Fileshare Administration Log Out

| Home | >... > Open Calls > Service Order

→ Service Activity

→ Open Calls
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Request Service

Service Order

Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

	Customer Name	Demonstration Customer
Service Order No.	030321-0852	
PO Number	200303974	Contract No.
Site	SZ MULTIPURPOSE (B251013)	System
		Mechanical

	Open Date	Closed Date
Status	Open	
Call Type	Preventive	
Request Type	fax	
Problem Type	Repair or Replace Parts	
Call Priority	Next Scheduled Visit	

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description	Resolution
REPLACE SCREENS FOR CIRCULATION PUMP STRAINER	

Further Information
Use the following links to get further equipment, call, or appointment information.

go to Equipment Call Log Appointments
6/13 6/20

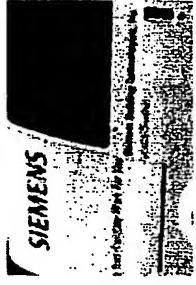
Equipment
The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log
The table below lists all activities logged to the selected service order number.

600

FJ6.12

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Service Central Fileshare Administration Log Out
| Home | >--> Open Calls > Service Order



- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites

Request Service

Appointment

Below is the detailed information for the single appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	
PO No.	200303974	Customer Name	Demonstration Customer
Site	SZ MULTIPURPOSE {B251013}	Branch	ATLANTA
Appointment No.	030321-0852 0001 1 240097 ATT_	Lead Technician	Steve Conti
Open Date	4/23/03	Skill Type	Fitter Journeyman
Closed Date			
Appointment Status	TENTATIVE		

Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

700

F 2 G. 13

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- Open Calls
- Closed Calls
- Custom Reports
- Selected Services
- SP Contracts
- Equipment
- Sites
- Request Service

Selected Services

The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking **Display Filter Criteria** enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.

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Open Date	Order No.	Status	Site	Description	Export to:	.xls	.pdf	ASCII
5/1/03	►030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE				

5/1/03	►030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive HVAC	Preventive HVAC	Preventive HVAC	Preventive HVAC
5/1/03	►030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive HVAC	Preventive HVAC	Preventive HVAC	Preventive HVAC
5/1/03	►030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive HVAC	Preventive HVAC	Preventive HVAC	Preventive HVAC
4/16/03	►030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive HVAC	Preventive HVAC	Preventive HVAC	Preventive HVAC

F-TG. 15

700

→ Display Equipment / Contract No.





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Requests

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Sites
→ Request Service

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

Request Type *	<input type="text" value="Request for service"/>
Priority *	<input type="text" value="Next Business Day"/>
Select Site *	<input type="text"/>
OR Enter Site	<input type="text"/> <input type="button" value="Load Site Equipment"/>
Select Equipment *	<input type="text"/>
OR Enter Equipment	<input type="text"/>
Location *	<input type="text"/>
Description *	<input type="text"/>
PO No.	<input type="text"/>

1000
Last Name Wallace

First Name Michael

E-mail * Phone

F16.16



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Search for...

go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts

Request Service

Service Activity

TSP Contracts

- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status

1104
 Active ▶ 3 1106
 Expiring ▶ 0 1108
 Cancelled ▶ 0 1110
 Expired ▶ 1 1112

System

1114
 Fire ▶ 1 1116
 HVAC ▶ 2 1118
 Mechanical ▶ 1 1120

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6

Site	Active	Expiring	Cancelled	Expired	Type	System	Export to:	Number	
							.xls	.doc	ASCII
▶ UPS 35 Glenlake Automation	▶ 1	▶ 0	▶ 0	▶ 0	▶ 0	HVAC		1134	▶ 1
▶ UPS 35 Glenlake Fire	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0	HVAC		1132	▶ 1
▶ UPS 35 Glenlake Mechanical	▶ 1	▶ 0	▶ 0	▶ 0	▶ 0	Mechanical			▶ 1
▶ UPS 55 Glenlake Automation	▶ 1	▶ 0	▶ 0	▶ 0	▶ 0	HVAC			▶ 1
▶ UPS 55 Glenlake FIRE	▶ 1	▶ 0	▶ 0	▶ 0	▶ 0	Fire			▶ 1
▶ 1-5 ▶ 6-6									



1100

FIG. 17



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[Home](#) | >[Service Central](#) >[TSP Contracts](#) >[Active Contracts](#)

Request Service

Service Activity
 TSP Contracts
 → Active Contracts
 Expiring Contracts
 Cancelled Contracts
 Expired Contracts
 Custom Reports

Equipment
 Sites
 Request Service

Active Contracts
[→ Display Filter Criteria](#) [→](#)

Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3

Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System	Export to:
► MS-6699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical	
► PB-1394	1220	FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC	
► PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fire	

[→ Display Equipment](#)

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FIG. 18



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Search for...

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service

Service Activity

- TSP Contracts
 - Active Contracts
 - Expiring Contracts
 - Cancelled Contracts
 - Expired Contracts**
 - Custom Reports

Equipment**Sites****Request Service****Individual Contract**

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

1310
 Contract No. PC-1396

PO No.

Status Expired

Effective Date 2/1/02

SBT Branch

Renewal Date 1/31/03

Secondary Contact

Time to Renewal -21 Days

Coverage Type

Service Technician/
Account Engineer Chris Howell

LABOR ONLY

System

HVAC

Description LABOR ONLY

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

1330 1340
 Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

1350
 Item 1-1 of 1

.xls

.doc

ASCII

Item 1-1 of 1

Site

UPS 35 Glenlake Fire

Equipment

1370
 MECH/SPEC SCHEDULING

1300
 1360

F16.19



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Search for... go >Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment

Request Service

Service Activity
TSP Contracts
Equipment
Sites
Request Service

Equipment



The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

1402

Site	Equipment or Services	Quantity	Location	Export to:	.xls	.doc	ASCII
All							
UPS 35 Glenlake Automation	▶	1	CABINET 11	UPS35GL01	HVAC		
UPS 35 Glenlake Automation	▶	1	CABINET 12	UPS35GL02	HVAC		
UPS 35 Glenlake Automation	▶ CLIENT WORKSTATION REV*	1	INSIGHT 03	UPS35GL03	HVAC		
UPS 35 Glenlake Fire	▶ MECH/SPEC SCHEDULING	1		UPSF1	HVAC		
UPS 55 Glenlake Automation	▶	1	CABINET 1 MAIN CHILLER PLANT	UPS55GL01	HVAC		
▶1-5 ▶6-10 ▶11-15 ▶16-20 ▶21-25 ▶26-30			next →				

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1400



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Search for...

go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >-->Individual Equipment

Request Service

Service Activity
 ISP Contracts
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 Request Service

Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION REV *	Asset ID	UPS35GL03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	► PB-1394
Equipment Location	INSIGHT 03	System	HVAC

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

Item 1-1 of 1

Export to: .xls .doc ASCII

Open Date	Description	Call Type	Order No.	PO No.
1/7/03	FULL COMPREHENSIVE	preventive	► 021216-0836	

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

Item 1-2 of 2

Export to: .xls .doc ASCII

Open Date	Description	Call Type	Order No.	PO No.
7/3/02	FULL COMPREHENSIVE	preventive	► 020625-0966	
4/4/02	FULL COMPREHENSIVE	preventive	► 0021032288	



1500

FIG. 21


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 Search for...

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 | Home | >Service Central >Equipment >-->Individual Contract

Request Service

Service Activity

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 Active Contracts
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Equipment
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Individual Contract


The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No. PB-1394

Status Active

PO No.

Effective Date 1/1/03

Renewal Date 12/31/03

SBT Branch

ATLANTA

Time to Renewal 313 Days

Secondary Contact

Jacquelyn Brewer

 Service Technician/
Account Engineer M. Kevin Mote

Coverage Type

FULL COMPREHENSIVE

System

HVAC

Description FULL COMPREHENSIVE

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3

Item 1-3 of 3

Site

→ Equipment

- ▶ UPS 35 Glenlake Automation
- ▶ UPS 55 Glenlake Automation
- ▶ UPS 55 Glenlake Mechanical

|

|

CLIENT WORKSTATION REV *



FIG. 22



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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >->Service Order

Request Service

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Request Service

Service Order

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	► PB-1394
Site	UPS 35 Glenlake Automation	System	HVAC <i>1720</i>
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem DescriptionResolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME. *1730***Further Information**

Use the following links to get further equipment, call, or appointment information.

go to ↓ Equipment ↓ Call Log *1730* *1760*→ Appointments *1770***Equipment**The table below lists equipment that was serviced on the selected order number. *1780* *1790* *1760* *1770*

Item 1-3 of 3	Equipment	Export to:	.xls	.doc	ASCII
Equipment Name	Quantity	Location			
►	1	CABINET 11			UPS35GL01
►	1	CABINET 12			UPS35GL02
► CLIENT WORKSTATION REV *	1	INSIGHT 03			UPS35GL03

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available. *1780* *1790*

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Search for... go >Service Central Fileshare Administration Log Out
| Home | >Service Central >Sites

Request Service

Service Activity
TSP Contracts
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Request Service

Sites

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Export to: .xls .doc ASCII

Site

► Primary

► SZ COLLEGE PARK {B320013} *1810*

► SZ EAST LIBRARY {B408013}

► SZ EAST POINT {B425013}

► SZ ELECTION WSE {B804013}

► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →

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Service Activity
ISP Contracts
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Request Service

Individual Site



The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910	Site	SZ COLLEGE PARK (B320013)	1930	Call Type	1965
1920	Call Status	▶ 1 1950	1930	Preventive	▶ 3 - 1965
	Open	▶ 3 1960	1930	Corrective	▶ 1 - 1970
	Closed		1940	System	
			1940	HVAC	▶ 1 - 1975
			1940	Mechanical	▶ 3 - 1980

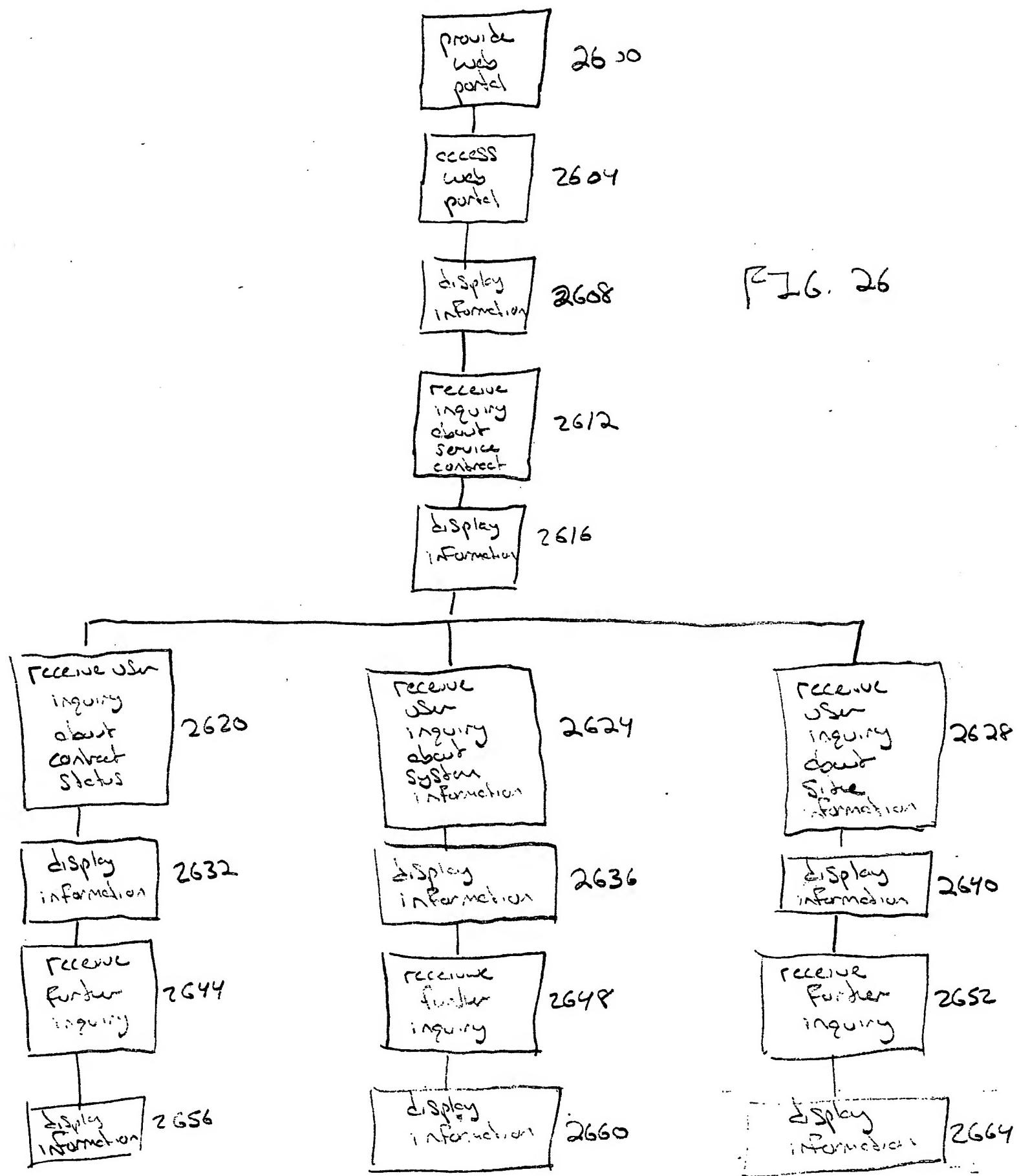
Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-4 of 4			Export to:	.xls	.doc	ASCII
Order No.	PO No.	Description	Call Status	Call Type	Open Date	System
►021001-0210	PC-02SC87314	ANNUAL CHILLER PM	Closed	Preventive	10/7/02	Mechanical
►021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN	Closed	Preventive	10/16/02	Mechanical
►021016-0068	PC-02SC87314	PM REPAIRS	Closed	Preventive	10/7/02	Mechanical
►030206-0002		this is a test for the call t*	Open	Corrective	2/6/03	HVAC

F16.25

P26. 26



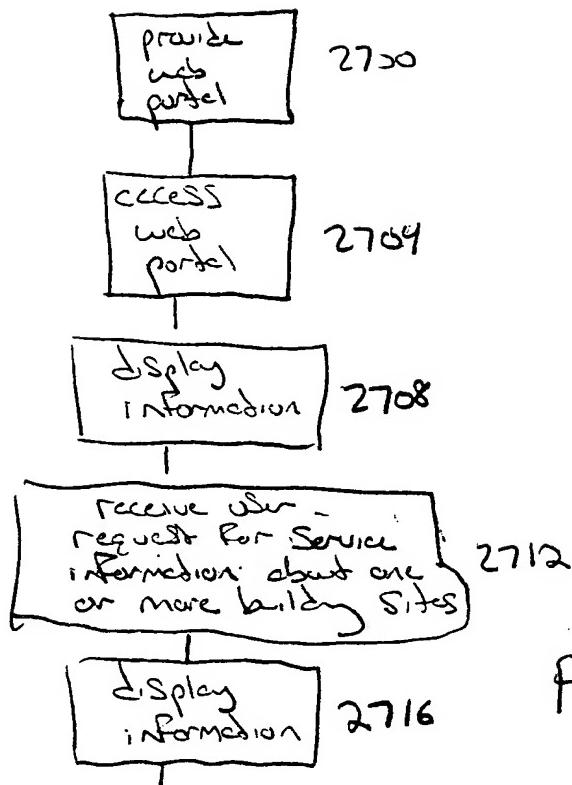
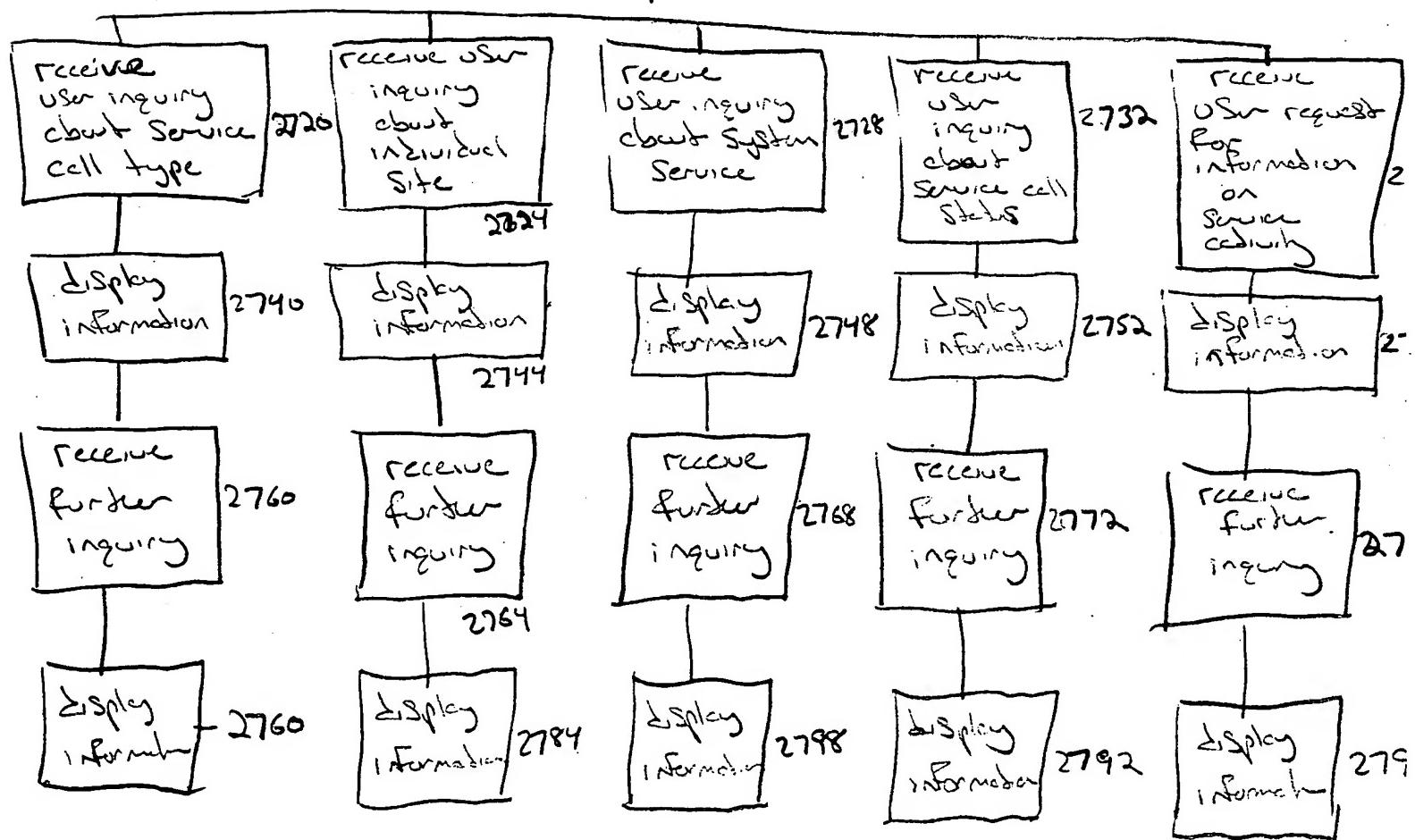
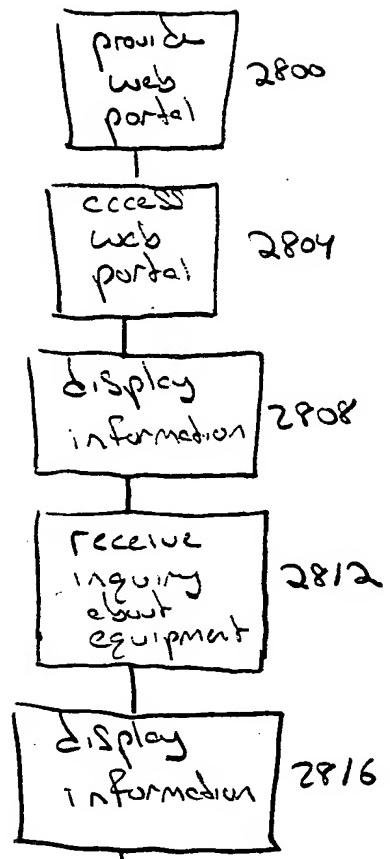
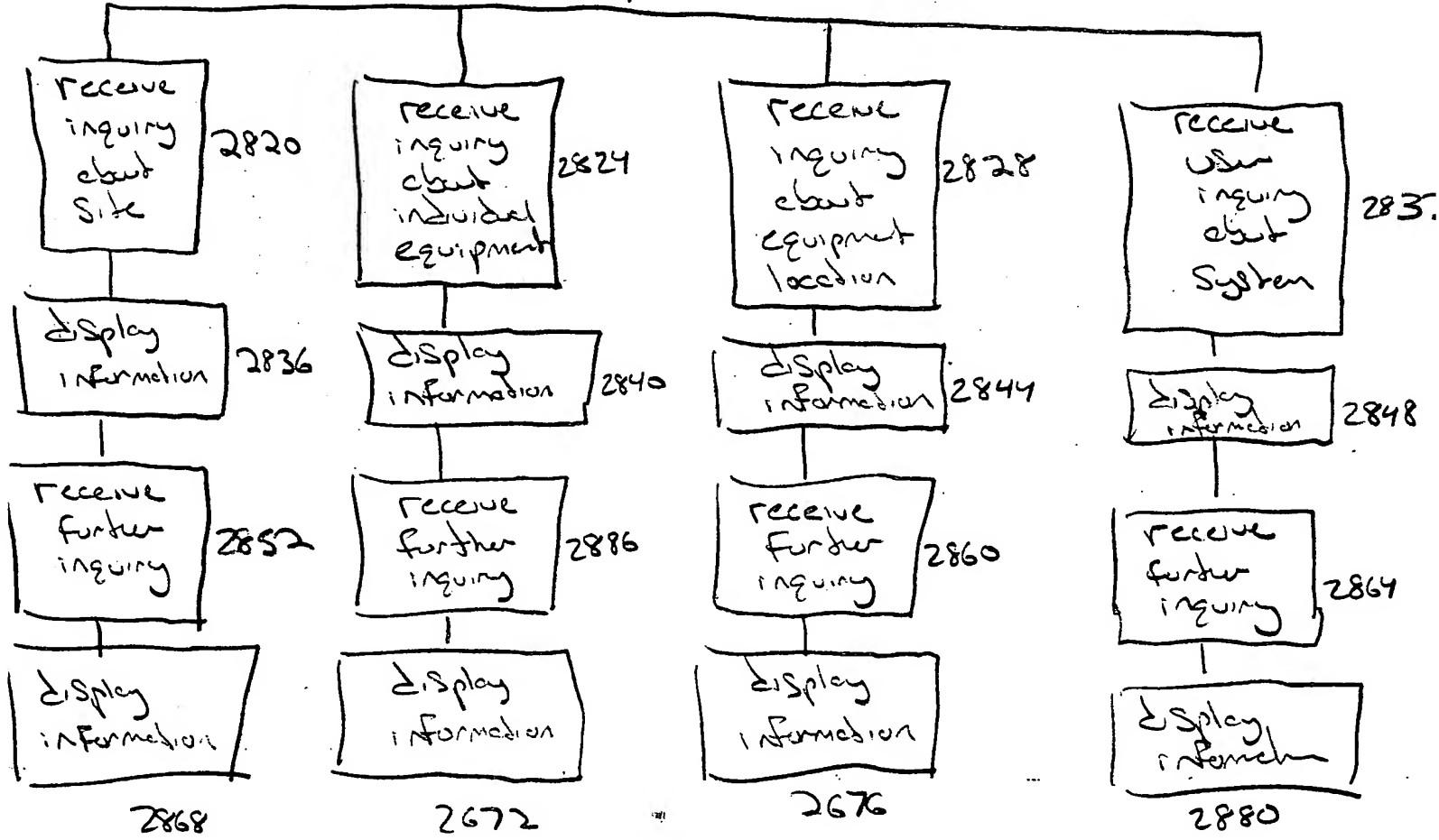


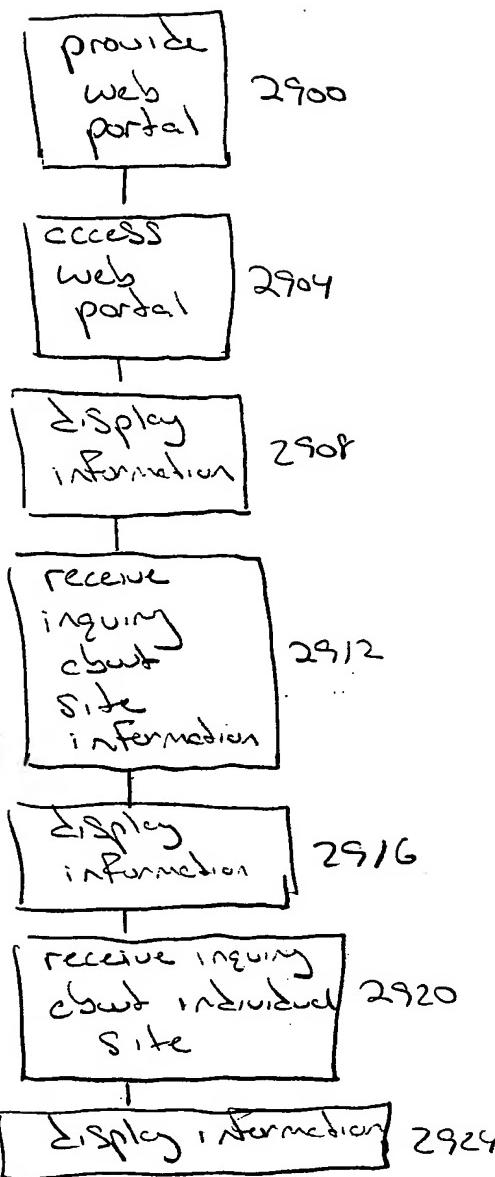
FIG. 27



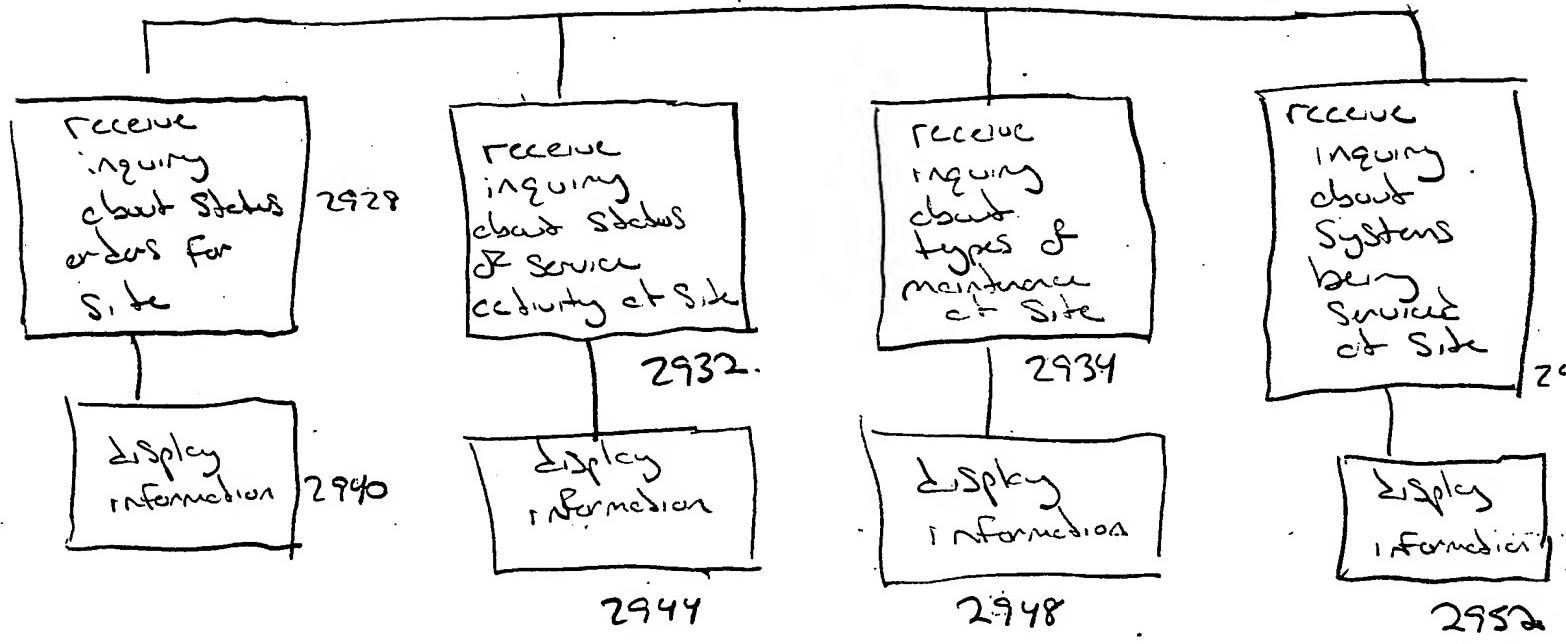


F16, 28





PJG, 29



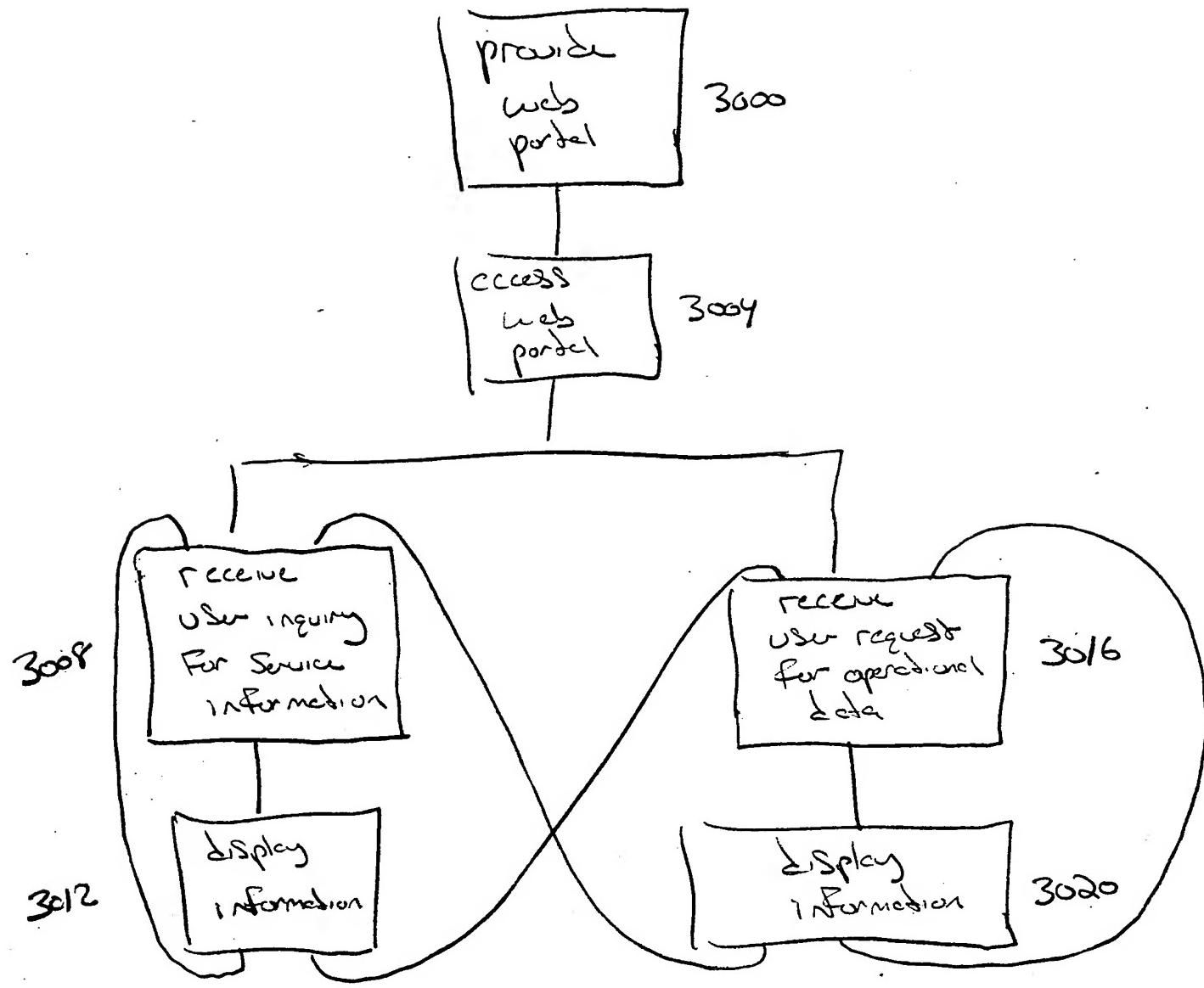


FIG. 30